



MCNA QUICK REFERENCE GUIDE AND CONTACT INFORMATION - IDAHO SMILES PROGRAM 2017

MCNA DENTAL CONTACT INFORMATION

MCNA Member Hotline	(855) 233-6262
MCNA Provider Hotline	(855) 235-6262
Hearing Impaired (TTY)	(800) 377-3529
MCNA Fraud Hotline	(855) 392-6262

MCNA ADDRESS

Billing Address	4400 NW Loop 410, Ste 250, San Antonio, TX 78229
Mailing Address	PO Box 29008, San Antonio, TX 78229

Please indicate the department when mailing.

CLAIMS SUBMISSION

MCNA's Provider Portal	https://portal.mcna.net/
Clearinghouse Submission	Payor ID: 65030
ADA Claim Form (2012 or newer)	MCNA Dental Attn: Claims Department 200 West Cypress Creek Road Suite 500 Fort Lauderdale, FL 33309

IMPORTANT LINKS

MCNA ID Website	http://www.mcnaid.net
Provider Manual	http://manuals.mcna.net/idaho
Provider Portal	https://portal.mcna.net
Online Credentialing	https://credentialing.mcna.net
Credentialing Email	mcnacredentialing@mcna.net
Utilization Management Email	um_id_group@mcna.net

PROVIDER PORTAL INFORMATION

Visit MCNA's Portal at <https://portal.mcna.net/> and register using the following:

Facility ID / Office ID	Five digit number provided by MCNA on Welcome Letter
Work Phone	Office Phone Number
Federal ID	Office Tax ID Number
5 Digit Zip Code	Office Zip Code
First Name	User's First Name
Last Name	User's Last Name
Email Address	User's email address (will be user name)

For more information on portal registration, verification of eligibility, claims/pre-authorizations/referral submission and more, watch our Provider Portal tutorial videos at: <http://youtube.com/MCNADental>



MCNA QUICK REFERENCE GUIDE AND CONTACT INFORMATION - IDAHO SMILES PROGRAM 2017

IMPORTANT TIME FRAMES

Claims Submission	90 days from date of service
Claims Turnaround	30 days from date of receipt
Referral Turnaround	14 calendar days from date of receipt
Pre-Authorization/ Referral Expiration	180 days from approval
Pre-Authorization Turnaround	Standard Requests: 14 calendar days from date of receipt Urgent Requests: 3 business days from date of receipt

ACCESS & AVAILABILITY STANDARDS

Emergency Care	Immediate
Urgent Care	Within 24 hours of request
Non-Urgent Care	Within 7 calendar days of request
Preventive Care	Within 45 calendar days of request

MCNA PROVIDER ISSUE ESCALATION AND RESOLUTION

Tier 1 Escalation: Provider Hotline	1-855-235-6262 provider_hotline_leadership@mcna.net
Tier 2 Escalation: Provider Relations Representative	Caitlin Lacy clacy@mcna.net idahopr@mcna.net
Tier 3 Escalation: Provider Relations Management	Shannon Hays shays@mcna.net

MCNA MEMBER ISSUE ESCALATION AND RESOLUTION

Tier 1 Escalation: Member Services	1-855-233-6262
Tier 2 Escalation: Member Advocate Outreach Specialist	Lisa Guzman lguzman@mcna.net
Tier 3 Escalation: Member Advocate Outreach Specialist Management	Rebecca Poff-Galloway rpoff@mcna.net

**We sincerely appreciate your partnership in the Idaho Smiles Medicaid Program.
Please contact us at idahopr@mcna.net with any additional questions, concerns or feedback.**